



Mr A Baron
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1274

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Our ref: CC/ 5262138

29 May 2007

WE'RE SORRY TO HEAR YOU'RE UNHAPPY...

Dear Mr A Baron

Thanks for the letter you sent to us on 28th May 2007. We're on the case and a member of our team will be in touch as quickly as possible.

It normally takes us less than 5 working days to reply. But we wanted to let you know that, right now, we're a little busier than usual so it may take us up to 10 working days to get back to you.

Once again, I am sorry you had cause to complain, we will be in touch shortly.

Thanks for taking the time to write to us.

Yours sincerely

A handwritten signature in black ink, appearing to read "Ryan Pursey".

Ryan Pursey
Customer Loyalty & Resolution Manager
Virgin Media

tw ack